



CITY OF NEW ORLEANS

DEPARTMENT OF SAFETY AND PERMITS
TAXICAB & FOR-HIRE VEHICLES BUREAU



Guide for Permitted Activities – Taxicabs, TNCs, and Limousines

TAXICABS

- Only vehicles licensed by the City of New Orleans may pick up fares in New Orleans; all cars will bear a 4-digit CPNC Number with matching license plates.
- Authorized to use City Taxi Stands
- May accept street hails in addition to fares pre-arranged via phone, internet or smartphone application.
- May only charge fares as set in the City Code and must engage the taxi meter for all trips, including airport fares.
- When queuing in a taxi stand, must use first in-first out rule.
- Credit Cards acceptance is required, and only City-approved devices may be used (Square is not acceptable).
- May not pay a gratuity to any person for arrangement of rides

TRANSPORTATION NETWORK COMPANIES (Uber-X, Uber-XL, Lyft)

- No limit on the number of authorized vehicles, all vehicles on the TNC Platform must bear a Louisiana License Plate and have a valid brake tag.
- All vehicles required to display the name of the TNC they are operating for in the windshield.
- Not allowed in City Taxi Stands, may not stage in Passenger Zones.
- Not permitted to accept street hails.
- May **ONLY** accept fares pre-arranged and paid through the TNC smartphone application.
- Minimum fares established by Code, no maximum fare.
- May not pay a gratuity to any person for arrangement of rides

LIMOUSINES

(Including Uber Black, Uber SUV)

- Only vehicles licensed by the City of New Orleans may pick up fares in New Orleans; all cars will bear CPNC Number beginning with “LM-“.
- Not allowed in City Taxi Stands, may not stage in Passenger Zones.
- Not permitted to accept street hails.
- May accept only fares pre-arranged via phone, internet or smartphone application.
- Minimum airport fares set by the City Code, no standard fares or maximum fares set.
- May not pay a gratuity to any person for arrangement of rides.

Activities by Hotels, Restaurants, and other hospitality partners:

- No employee may accept gifts or gratuities from a vehicle operator in exchange for directing patrons to their vehicle.
- Passengers must request TNC Service directly through the app employees may not arrange TNC transportations on behalf of a guest.
- Employees are asked to ensure only licensed taxicabs pick up passengers; all cars will bear a 4-digit CPNC Number with matching license plates.

Questions, concerns, complaints, please contact the Taxicab & For-Hire Vehicles Bureau at (504) 658-7170